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REF: B/279/22/532/2025

15th July, 2025

The Supervisor
National Generics (Pvt) Ltd
t/a Greenwood Pharmacy
Cnr 4th and Nelson Mandela
Greyhurst Building
Harare

ATTENTION: Ms. Zimbowa Tendai

Dear Ma'am,

**RE: ROUTINE INSPECTION OF NATIONAL GENERICS (PVT) LTS T/A
GREENWOOD PHARMACY CNR 4TH AND NELSON MANDELA, GREYHURST
BUILDING, HARARE**

The inspection of the above premises on 11th of June 2025 refers.

Appended is an inspection report for your noting. May you provide a written response on a signed and dated letterhead **within the next ten (10) working days**.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

.....


A. Verenga (Ms)

For: **DIRECTOR-GENERAL**

/rz



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**NATIONAL GENERICS (PVT) LTD T/A GREENWOOD PHARMACY, CNR
4TH AND NELSON MANDELA, GREYHURST BLD, HARARE**

Licensee: National Generics (Pvt) Ltd

Supervisor: Ms. Zimbowa Tendai,

Supervisor on day: As indicated above

Inspection Date: 11-6-2025

Inspector: F. Zhou and R. Ziduche

Type of inspection: Routine Inspection

Key

Italics: Shortcomings noted during inspection

Bold: Issues noted during re-inspection and sub-headings

Regular: The rest of the body of the inspection

1. Preamble

This was a routine inspection of premises that was last inspected on the 18th of July 2018 and the following shortcomings were noted:

- i. There was no functional device for measuring the temperature in the refrigerator in the dispensary.
- ii. There were no up to date registers kept for the section 75 medicines and returns were not being submitted to the Authority for the same.

1.1 Suitability of the Premises

The premises were generally in a tidy condition with suitable and effective means of natural lighting and ventilation. Medicines were protected from moisture and direct sunlight. The premises and persons licenses were valid and displayed.

All working surfaces, cupboards and shelves were furnished with smooth, impervious, and washable material in a good state of repair. The floor was tiled, smooth and impervious, and the walls were painted with washable paint.

The staff complement included: one (1) pharmacist, one (1) dispensary assistant and two (2) over-the-counter assistants.

1.2 Equipment

- i. There was a double stainless-steel sink with separate hand wash basin with provisions for running cold and hot water.
- ii. There were two (2) 100ml plastic measuring cylinders, labelled for intended uses.
- iii. There were two (2) sets of mortar and pestle, labelled for intended uses.
- iv. There were two (2) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a top pan digital® balance, which had no record of calibration though the supervisor stated it had been recently calibrated. The supervisor was advised to calibrate the measuring balance and keep the records of calibration.
- vi. There was a functional Capri® refrigerator. The refrigerator was clean, free of mold and there were no food items. There was a digital BT-1 thermometer which had no record of calibration though the supervisor stated it had been recently calibrated. The supervisor was advised to calibrate the measuring balance and keep the records of calibration. During the inspection the thermometer recorded 2.7°C which was within the normal range (2-8°C). Temperature monitoring records were availed during the inspection, the records were consistent, and no excursions were observed. There were ice packs and a generator for use as back up in the event of power cuts.

1.3 Cleanliness and Hygiene

The premises were generally in tidy condition. There was a functional toilet within the proximity of the premises.

1.4 Control of Materials

There were section 75 medicines on the premises. Invoices from the sources were available and the medicines were from trusted sources. The medicines were authorized for entry by the Authority. No expired stock was found amongst saleable stock. There was a fixed and lockable Dangerous Drugs cabinet. The Dangerous Drugs cabinet was in a good state of repair. There were medicines in the Dangerous Drugs cabinet. There were two bound books for use as the Dangerous Drug registers and the available stock tallied with the recorded quantities. The following medicines were available in the cabinet:

- i. Stopayne tablets
- ii. Varigesic tablets
- iii. Morphine 10mg tablets

1.5 Prescription records

There was Propharm® dispensing software installed on the computer for recording prescriptions which was backed up by the Greenwood central IT department but the frequency of back up was not known. The supervisor was advised to ensure that back up was carried out daily. The dispensing system was able to trace a given example of medicine to a particular patient. A medicine label was dispensed, and it captured all the necessary details. The full pharmacy address was shown on the pre-pack medicines label and dispensed medicine label. The prepack medicines label *did not capture the manufacturer's details*.

(Ref: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 60(g))

1.6 Reference books

The following reference text were available as soft copies:

1. Martindale 38th Edition
2. EDLIZ 2020 Edition
3. HIV Guidelines 2016 Edition

1.7 Legislation

All the relevant legislature were available as soft copies.

1.8 Front Shop

The front shop was generally satisfactory.

1.9 Security

There were metal grills and burglar bars installed. There also were security guards manning the premises daily. There was a Safeguard® alarm response system installed at the premises.

2.0 Observations

For the observations the reference numbers given below in the right-hand column refer to the relevant references of the Medicines and Allied Substances Control Act, Medicines and Allied Substances Control Regulations and Good Dispensing or Good Wholesaling Guidelines

Observations are classified into the categories “Critical”, “Major”, “Other (Minor)”

2.1 Critical observations are those observations that pose a great risk to the general public

2.2 Major observations are those observations which pose considerable risk to the public

2.3 Minor observations are those observations which pose minimal risk to the public but are still contraventions to the statutory instruments and departure from the guidelines.

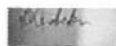
Nr	Observations	Ref
	Critical	
	None	
	Major	
	None	
	Minor	
1.	The prepacks medicine label did not capture the manufacturer's details.	Ref: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 60(g)

3.0 Recommendations

- The supervisor should address all the noted shortcomings.

Inspector: F. Zhou  03/07/2025
Name Signature Date

Inspector: R. Ziduche  03/07/2025
Name Signature Date

Reviewed by: M. Mwatseteza  03/07/2025
Name Signature Date