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REF: B/279/22/531/2025

25th June 2025

Oakmedplus (Pvt) Ltd
T/A Oakmedplus Pharmacy
No. 121 Nelson Mandela Avenue,
Harare

ATTENTION: Tafadzwanashe Chingozha

Dear Sir,

**RE: ROUTINE INSPECTION OF PREMISES – OAKMEDPLUS (PVT) LTD T/A
OAKMEDPLUS PHARMACY, NO. 121 NELSON MANDELA AVENUE, HARARE**

The inspection of the above-named premises on the 12th of June 2025, refers.

Appended is an inspection report for your noting and comments. Could we please have your **written** comments on a signed official letterhead, **within 10 working days** of receipt of this letter.

Yours faithfully,

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

.....
A. Verenga (Ms.)
For: **DIRECTOR-GENERAL**
/fz



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**OAKMEDPLUS (PVT) LTD T/A OAKMED PHARMACY, NO. 121 NELSON
MANDELA, AVENUE, HARARE**

Licencee: Oakmedplus (Pvt) Ltd
Supervisor: Tafadzwanashe Chingozha
Inspection Date: 12th June, 2025
Inspector: Flora Zhou and Rufaro 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 were last inspected on the 27th of April 2023 wherein the following shortcomings were noted:

- i. Sale of unregistered specified medicines
- ii. There was no refrigerator for the storage of cold chain medicines and no temperature monitoring device
- iii. Backup system for the prescription recording system could not be demonstrated.

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 persons licenses were valid and displayed whilst the premises license had not been collected. The supervisor was advised to make a follow up and collect the premises license.

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 white washable paint.

The staff complement included: one (1) pharmacist and two (2) dispensary assistants.

1.2 Equipment

- i. There was a double stainless-steel sink with provisions for running cold and hot water. It was reported that the water supply was erratic hence they had buckets for back up.
- ii. There were two 100ml plastic measuring cylinder that were labelled for intended use.
- iii. There were two (2) sets of mortar and pestle that were not labelled to indicate intended use. The supervisor was advised to ensure they were labelled for intended uses.
- iv. There were two (2) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was an unbranded digital measuring balance which was due for recalibration. The supervisor was advised to get the measuring balance recalibrated.
- vi. There was a functional, grey, single door Hisense refrigerator. The refrigerator was clean, free of Mold and there were no food items. There was an HTC-2 digital thermometer which was due for recalibration for measuring temperature and previous temperature records were availed showing no temperature excursions. The temperature read 8°C during the time of the inspection. There was a generator used for back up in cases 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 no unregistered medicines on the premises. No expired stocks were 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 two bound books for

recording DDs, which had no loose pages or cancellations. The physical quantities of Varigesic tablets tallied with system records.

1.5 Prescription records

There was Propharm® dispensing software installed on the computer for recording prescriptions and capturing repeat prescriptions. Copies of prescriptions were kept on the premises. There was provision for backing up prescription records daily on a 1 tera byte external hard drive. A sample dispensed medicine label was printed, and it captured all the necessary information required for traceability.

1.6 Reference books

The following reference text were available as soft copies:

1. BNF 83rd Edition
2. EDLIZ 2020 Edition
3. HIV Guidelines 2022 Edition

1.7 Legislation

All the relevant legislature was available as soft copies.

1.8 Front Shop

The front shop was generally satisfactory.

1.9 Security

There were metal grills on the door and burglar bars installed on all windows. There were night security guards manning 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

LET 05

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	
	None	

3.0 Recommendations

- This was a generally satisfactory inspection

Inspector:	Flora Zhou		19/06/2025
	Name	Signature	Date

Inspector:	Rufaro Ziduche		19/06/2025
	Name	Signature	Date

Reviewed by:	Martha Mwatseteza		23/06/2025
	Name	Signature	Date