



LET 05

**LICENSING AND ENFORCEMENT DIVISION**

**INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE**

**VILLAGE PHARMACY (PVT) LTD T/A VILLAGE PHARMACY, 3 NEW  
BLOCK 1 SAM LEVYS VILLAGE, HARARE**

**Licencee:** Village Pharmacy (Pvt) Ltd  
**Supervisor:** Ms Dean (Nee Allatt) Suzanne, Mrs. Cuenod Elaine Patricia,  
**Supervisor on day:** Ms. Michelle Brigid Ann Bruce, Ms. Ashleigh Marian Bruce  
**Inspection Date:** 12-11-2025  
**Inspector:** Endurance Muunganirwa and Brighton Chinhongo  
**Type of inspection:** Routine Inspection  
**Contact details:**

**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 an inspection of a premises that was last inspected on the 2nd of August 2023 and found generally satisfactory.

**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 licences were valid and displayed.

All working surfaces, cupboards and shelves were furnished with a 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: five pharmacists, two OTC- assistants

## **1.2 Equipment**

- i. There was a double stainless-steel sink 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
- iv. There were three (3) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a CAS® balance, which was calibrated.
- vi. There was a functional Hisense ® refrigerator The refrigerator was clean, free of molds and there were no food items. There was a digital Brannan thermometer which was calibrated During the inspection the thermometer recorded 5.5°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.

## **1.3 Cleanliness and Hygiene**

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

## **1.4 Control of Materials**

There were unregistered medicines, in the premises. Invoices from the sources were availed and the medicines were from trusted sources. The medicines were authorised for entry by the Authority. The medicines were cleared for entry by MCAZ and/ ZIMRA. No expired stock 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 medicines in the dangerous drugs cabinet and the available stock tallied with the recorded quantities.

## **1.5 Prescription records**

There was a WinScript® dispensing software installed on the computer for recording prescriptions. The dispensing system was able to trace a given example of a medicine to a particular patient. A medicine label was dispensed, and the full pharmacy address was being shown on the pre-pack medicines label and dispensed medicine label.

### **1.6 Reference books**

The following reference text were available as soft copies:

1. BNF 84th Edition
2. EDLIZ 2020 Edition
3. HIV Guidelines 2022 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.

### **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 |
|----|-----------------|-----|
|    | <b>Critical</b> |     |
|    | None            |     |
|    | <b>Major</b>    |     |
|    | None            |     |
|    | <b>Minor</b>    |     |
|    | None            |     |

### 3.0 Recommendations

- Generally Satisfactory inspection.

**Inspector:** Endurance Muunganirwa  17/11/2025  
 Name Signature Date

**Inspector:** Brighton Chinhongo  17/11/2025  
 Name Signature Date

**Reviewed by:** Martha Mwatseteza  18/11/2025  
 Name Signature Date