



LET 05

LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**PLUS TWO (PVT) LTD T/A PLUS TWO EMERGENCY, 94B ROBERT G
MUGABE WAY, BULAWAYO**

Licencee: Plus Two (Pvt) Ltd
Supervisor: Mr Lunat Mohammed I, Mr Nyoka Clever R., Mr Dube Buhe,
Inspection Date: 15-11-2025
Inspector: Brighton Chinhongo and Calvin Nyakanda
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 23rd of June 2023 wherein no shortcomings were noted.

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 not protected from moisture as signs of leaking were noted on the ceiling in the dispensary.* 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: three (3) pharmacists, three (3) dispensary assistants, and three (3) OTC- assistants.

{ref: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 7 (2c)}

1.2 Equipment

- i. There was a double stainless-steel sink with provisions for running cold and hot water
- ii. There were five (5) 100ml plastic measuring cylinders, labelled for intended uses
- iii. There were five (5) sets of mortar and pestle
- iv. There were five (5) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a Avery® balance, which was calibrated.
- vi. There was a functional Surechill ® refrigerator. The refrigerator was clean, free of molds and there was no food items. There was an analog thermometer which was s calibrated. During the inspection the thermometer recorded 5.0°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 suppliers were not availed during the inspection.* The medicines were however, not authorised for entry by the Authority. The medicines were not cleared for entry by MCAZ and/ ZIMRA. The following medicines were confiscated at the premises:

No.	Description	Manufacturer	Quantity	Batch No.	Expiry	Reason	Source
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1	Telament Colic Drops	Pharma-Q	8	131985	1/26	Purchasing from Unapproved Sources	N/G
2	Andolex Lozenges 24s	Inova	18	-	-	Unapproved Complementary Medicine	N/G
3	Andolex Lozenges 16s	Inova	3	-	-	Unapproved Complementary Medicine	N/G

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. The dangerous drugs cabinet contained Goldgesic, Fentanyl and Pethidine on the day of inspection.

1.5 Prescription records

There was a Propharm® 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. *The dispensed medicine label was, however, not showing the manufacturer details and the batch number of these dispensed labels*

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
	Critical	
1	Sale of unregistered medicines	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 29
	Major	
1.	Medicines were not protected from moisture as signs of leaking were noted on the ceiling in the dispensary	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 7 (2c)
	Minor	

1	The dispensed medicine label was, however, not showing the manufacturer details and the batch number of these dispensed labels	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 60(g)
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3.0 Recommendations

- The supervisor should comment on all the shortcomings highlighted in italics

Inspector: Brighton Chinhongo
Name

Signature
19/11/2025
Date

Inspector: Calvin Nyakanda
Name

Signature
19/11/2025
Date

Reviewed by: Martha Mwatseteza
Name

Signature
24/11/2025
Date