



LET 05

LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**CHIMODZI NICHOLAS (MR) T/A NKETA PHARMACY, 1120 NKETA,
BULAWAYO**

Licencee: Chimodzi Nicholas (Mr)
Supervisor: Mr Kufakuneyi Tonderai,
Inspection Date: 14-11-2025
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 19th of May 2018 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 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: 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
- ii. There were two (2) plastic measuring cylinders, labelled for intended uses
- iii. There were two (2) sets of mortar and pestle
- iv. There were two (2) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was an Adam® balance, which was calibrated.
- vi. There was a functional Capri ® refrigerator The refrigerator was clean, free of molds and there were no food items. *There was no temperature monitoring device. The supervisor stated that the thermometer had run out of batteries on the day of inspection. In a follow-up inspection on the next day of inspection, when the inspectors returned to sample medicines for the purposes of PMS, it was noted that the thermometer had not been replaced yet. Temperature records were reviewed during the inspection and it was noted that readings for the 31st of April 2025, and those of the 31st of September 2025 had also been recorded, suggesting that the supervisor was not proactive in the monitoring of temperature records for cold chain medicines.*

NKETA PHARMACY DAILY TEMPERATURE CHART

2025

Month... ~~February~~

APRIL

DATE	AM	PM	SIGNATURE
1	21.0°C	21.0°C	
2	21.10°C	21.4°C	
3	21.1°C	21.5°C	
4	21.2°C	21.4°C	
5	21.4°C	21.1°C	
6	21.0°C	21.4°C	
7	21.5°C	21.8°C	
8	21.2°C	21.2°C	
9	21.5°C	21.6°C	
10	21.0	21.4°C	
11	21.4°C	21.9°C	
12	21.2°C	21.1°C	
13	21.9°C	21.2°C	
14	21.1°C	21.1°C	
15	21.4°C	21.8°C	
16	21.2°C	21.8°C	
17	21.1°C	21.0°C	
18	21.0°C	21.9°C	
19	21.1°C	21.1°C	
20	21.1°C	21.4°C	
21	21.2°C	21.4°C	
22	21.5°C	21.4°C	
23	21.0°C	21.0°C	
24	21.9°C	21.4°C	
25	21.8°C	21.4°C	
26	21.8°C	21.8°C	
27	21.4°C	21.2°C	
28	21.8°C	21.2°C	
29	21.1°C	21.2°C	
30	21.8°C	21.8°C	
31	21.4°C	21.5°C	

2025

**NKETA PHARMACY
DAILY TEMPERATURE CHART**

Month..

SEPTEMBER

DATE	AM	PM	SIGNATURE
1	2.7°C	2.8°C	E
2	2.7°C	2.1°C	E
3	3.4°C	2.0°C	E
4	3.4°C	2.0°C	E
5	2.9°C	2.6°C	E
6	2.9°C	2.9°C	E
7	3.3°C	3.5°C	E
8	3.1°C	3.8°C	E
9	3.1°C	3.0°C	E
10	3.4°C	2.4°C	E
11	3.0°C	2.9°C	E
12	3.4°C	2.0°C	E
13	4.8°C	4.1°C	E
14	3.1°C	4.6°C	E
15	3.1°C	3.9°C	E
16	3.8°C	3.6°C	E
17	3.8°C	3.9°C	E
18	3.8°C	4.4°C	E
19	3.8°C	3.8°C	E
20	4.1°C	3.6°C	E
21	3.8°C	4.1°C	E
22	3.7°C	3.8°C	E
23	3.9°C	2.8°C	E
24	4.1°C	3.7°C	E
25	3.9°C	4.1°C	E
26	4.0°C	3.8°C	E
27	4.1°C	3.8°C	E
28	4.2°C	4.3°C	E
29	4.0°C	3.8°C	E
30	4.7°C	3.8°C	E
31	4.0°C	4.1°C	E

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 no unregistered medicines on the shelves. The invoices from registered wholesalers were available on the day of inspection. 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 no medicines in the dangerous drugs cabinet.

1.5 Prescription records

There was a Dispenseware® 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

LET 05

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	
1	There was no temperature monitoring device. The supervisor stated that the thermometer had run out of batteries on the day of inspection. In a follow-up inspection on the next day of inspection, when the inspectors returned to sample medicines for the purposes of PMS, it was noted that the thermometer had not been replaced yet. Temperature records were reviewed during the inspection and it was noted that readings for the 31 st of April 2025, and those of the 31 st of September 2025 had also been recorded, suggesting that the supervisor was not proactive in the monitoring of temperature records for cold chain medicines.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 7 (2d)
	Minor	
	None	

3.0 Recommendations

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

Inspector:	Brighton Chinhongo		19/11/2025
	Name	Signature	Date

Inspector:	Calvin Nyakanda		19/11/2025
	Name	Signature	Date

Reviewed by:	Martha Mwatseteza		24/11/2025
	Name	Signature	Date