



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Guwi Pharmaceuticals (Pvt) Ltd t/a Mzilikazi Pharmacy, Cnr Luveve and Ngcebetsa Road, Mzilikazi, Bulawayo

Applicant: Mzilikazi Pharmacy

Supervisor:

Inspection date: 29th January 2026

Inspectors:

Type of Inspection: New Premises

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

1.0 Preamble

This inspection was conducted following a change of ownership from Breakthru Minerals (Pvt) Ltd t/a Express Pharmacy to Guwi Pharmaceuticals (Pvt) Ltd t/a Junction Pharmacy, after submission of a complete and satisfactory application.

1.1 Suitability of Premises

The premises were generally in a clean and tidy condition with suitable and effective means of natural lighting and ventilation. Artificial lighting was provided for and adequate. Medicines shall be stored on painted melamine shelves that are washable and protected from direct light, moisture, and excessive heat.

The dispensary working space was measured using MCAZ tape #039 and it measured approximately 10.97m² and this was sufficient to ensure effective and efficient flow of work. *Activities in the front shop were not fully visible from the dispensary. A blind spot was identified at the sink area, which was not reflected on the floor plan (see photos below).* Medicines are to be stored safely out of reach of the public.



Figure 1: Pictures showing the different angles of the blind spot in the dispensary.

(Reference: Good Dispensing Practice Guidelines Section 2A; Medicines and Allied Substances Control General Regulations, Section 7 (2a))

All working surfaces, cupboards and shelves were furnished with smooth, impervious, and washable material and maintained in a good state of repair.

The staff complement includes the supervising pharmacist, two (2) dispensary assistants, and three (3) over-the-counter assistants.

The toilet facilities were behind the premises and in good working order.

1.2 Equipment

The following was noted:

- a) There was a single stainless-steel sink and a separate porcelain hand wash basin. *There was no running water.* For water source there was a bucket with a tap and a kettle for hot water.
- b) There were six (6) sets of counting trays for counting tablets and capsules.
- c) There were two (2) sets of glass measuring cylinders, which were labelled for their intended purposes.
- d) There were two (2) sets of mortar and pestle which were labelled for their intended purposes.
- e) There was a functional digital balance, which was calibrated by Vital Scales, and due for the next calibration on 27/01/2027.
- f) A grey double door Capri® refrigerator for storage of cold chain products was available. A functional and calibrated digital thermometer was available for use, calibrated by Vital Scales and due for the next calibration on 27/01/2027.

(Reference: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third Schedule (2d))

1.3 Dangerous Drugs

There was a fixed and lockable Dangerous Drugs (DD) cupboard. The bound book to be used as the Dangerous Drug register was still to be purchased.

1.4 Cleanliness and Hygiene

The premises were generally clean and tidy, free from accumulated waste and vermin.

1.5 Prescription records

Propharm® software shall be used for capturing prescriptions. There was provision for daily backup of prescription records onto a server. *A sample dispensed medicines label was printed, and there was inconsistency in capturing the name of the pharmacy, the manufacturer, the batch number and expiry details.*

(Reference: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 37 (d))

1.6 Reference books

The following texts were available on the premises on the day of the inspection:

1. BNF 85th Edition (soft copy)
2. EDLIZ 2020 Edition (soft copy)
3. ART Guidelines 2022 (soft copy)

1.7 Legislation

Soft copies of all the current, relevant, and complete sets of statutes were presented as soft copies as there was provision for internet access to MCAZ registers.

1.8 Security

There was a night security guard, burglar bars on all the windows, a metal grill at the entrance.

1.9 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)”

- 2.0 Critical observations are those observations that pose a great risk to the general public
- 2.1 Major observations are those observations which pose considerable risk to the public
- 2.2 Minor observations are those observations which pose minimal risk to the public but

3.0 Recommendations

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