



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Arishyn Pharm (Pvt) Ltd t/a Citymed Pharmacy, 241 BEC Building, Cnr Lobengula & 5th Street, Gweru

Applicant: Citymed Pharmacy
Supervisor: Mrs. Tendesai M. Nhendo Nee Marange (absent)
Miss Sarudzai Mahwendepi (locum-present)
Inspection date: 30th January 2026
Inspectors: Rufaro Ziduche and Brighton Chinhongo
Type of Inspection: Inspection after change in floor layout

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 was an inspection of an existing premises following renovations that modified the previously approved floor layout.

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 10.45m² and this was sufficient to ensure effective and efficient flow of work. All activities in the front shop could be seen from the dispensary. Medicines are to be stored safely out of reach of the public.

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 three (3) supervising pharmacists, four (4) dispensary assistants and two (2) pre-registration pharmacists.

The toilet facilities were in 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 hand wash basin with provisions for running cold and hot water.
- b) There were three (3) sets of counting trays for counting tablets and capsules.
- c) There were two (2) sets of 100ml 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 Air Zimbabwe, and due for the next calibration on 07/07/2026.
- f) A grey double door KIC® refrigerator for storage of cold chain products was available. A functional and calibrated digital thermometer was available for use, calibrated by Air Zimbabwe whose calibration had lapsed on 03/07/2025. The supervisor was advised to arrange for recalibration. Temperature records were available and consistently maintained, with readings within the range of 2–8 °C. Ice packs were in place as a backup measure during power outages.

1.3 Dangerous Drugs

There was a fixed and lockable Dangerous Drugs (DD) cupboard. The Dangerous Drugs cabinet was in a good state of repair. There were two (2) bound books with serialized pages for use as Dangerous Drugs registers. There were medicines in the Dangerous Drugs cabinet and the available stock tallied with the recorded quantities. The following Dangerous Drugs were available in the cabinet on the day of inspection:

- i. Varigesic tablets
- ii. Fentanyl Patches
- iii. Morphine 10mg SR tablets
- iv. Morphine 15mg/ml injection
- v. Pethidine 100mg/2ml injection

1.4 Cleanliness and Hygiene

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

1.5 Prescription records

DispenseWare® software was used for capturing prescriptions. Prescription records were backed up on a 64 GB flash drive, with backups performed twice weekly. The supervisor was advised to increase the frequency to daily. Sample dispensed medicine labels were printed and captured all the necessary information.

1.6 Reference books

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

1. BNF 76th Edition (soft copy)
2. EDLIZ 2020 Edition (soft copy)
3. ART Guidelines 20 (16soft 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 security guard, burglar bars on all the windows, a metal grill on the back door and at the entrance of the pharmacy. There was also a rapid response alarm to which Safeguard responded.

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 are still contraventions to the statutory instruments and departure from the guidelines.

<i>Nr</i>	<i>Observations</i>	<i>Ref</i>
	<i>Critical</i>	
	None	
	<i>Major</i>	

	None	
	Minor	
	None	

3.0 Recommendations

Approval of the amended floor layout.

Inspector: Rufaro Ziduche
Name Signature 06/02/2026
Date

Inspector: Brighton Chinhongo
Name Signature 06/02/2026
Date

Reviewed by: S. Shambira
Name Signature 06/02/2026
Date