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LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

PRYMILL TRADING (PVT) LTD T/A OASIS PHARMACY, SHOP 4 VALLEY SHOPS MAIN SQUARE, GLENDALE

Licencee: Prymill Trading (Pvt) Ltd
Supervisor: Mr. Matenheyi Elisha Batsirai,
Supervisor on day: Mr. Matenheyi Elisha Batsirai
Inspection Date: 8-6-2026
Inspector: Calvin Nyakanda and Trishie Chikerema
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 inspection followed the previous inspection conducted on 11 November 2024, during which the following shortcomings were noted:

- Insufficient capturing of patient details when dispensing.
- The dispensed labels did not include the manufacturer's details.

1.1 Suitability of the Premises

The premises were generally tidy and had adequate natural lighting and ventilation. Medicines were protected from moisture and direct sunlight. The premises and personnel licenses were valid and displayed.

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All working surfaces, cupboards and shelves were furnished with 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 comprised one pharmacist and two dispensary assistants.

1.2 Equipment

- i. There was a double stainless-steel sink with provision for running cold water.
- ii. There were two 100 ml plastic measuring cylinders, labelled for their intended use.
- iii. There were two sets of mortars and pestles.
- iv. There were two sets of counting trays with spatulas for counting tablets and capsules.
- v. There was an Adam® balance, *which was not calibrated*. The supervisor was advised to calibrate it.
- vi. There was a functional Capri® refrigerator. It was clean, free of mold, and contained no food items. A digital Brannan thermometer was available but had not been calibrated. The supervisor was advised to calibrate the thermometer. During the inspection, the thermometer recorded 2.5°C, which was within the acceptable range of 2–8°C. Temperature monitoring records were reviewed and found to be consistent, with no excursions observed.

1.3 Cleanliness and Hygiene

The premises were generally tidy. A functional toilet was available within close proximity to the premises.

1.4 Control of Materials

No unregistered medicines were found on the shelves. Invoices from registered wholesalers were available on the day of inspection. No expired medicines were found among saleable stock. A fixed, lockable dangerous drugs cabinet was present and in good condition. No medicines were stored in the cabinet.

1.5 Prescription records

Dispenseware® dispensing software was installed on the computer for recording prescriptions. The system could trace sample medicine to a specific patient. A sample label was printed, and the full pharmacy address appeared on both the pre-packed medicine label and the dispensed medicine label.

1.6 Reference books

The following reference texts were available as soft copies:

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

1.7 Legislation

All relevant legislation was available as soft copies.

1.8 Front Shop

The front shop was generally satisfactory.

1.9 Security

Metal grilles and burglar bars were installed. Security guards also manned the premises daily.

2.0 Observations

For the observations, the reference numbers given below in the right-hand column refer to the relevant provisions of the Medicines and Allied Substances Control Act, the Medicines and Allied Substances Control Regulations, and the Good Dispensing or Good Wholesaling Guidelines.

Observations are classified into the categories “Critical”, “Major”, and “Other (Minor)”.

2.1 Critical observations are those that pose a great risk to the general public.

2.2 Major observations are those that pose a considerable risk to the public.

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2.3 Minor observations are those that pose minimal risk to the public but still contravene the statutory instruments and depart from the guidelines.

Nr	Observations	Ref
	Critical	
	None	
	Major	
	None	
	Minor	
	None	

3.0 Recommendations

- Generally Satisfactory inspection.

Inspector:	Calvin Nyakanda		16-6-2026
	Name	Signature	Date

Inspector:	Trishie Chikerema		16-6-2026
	Name	Signature	Date

Reviewed by:	Martha Mwatseteza		20-6-2026
	Name	Signature	Date