



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Goldenflexie Investments (Pvt) Ltd t/a Ashmed Pharmacy, 32 Maboleni Business Centre, Lower Gwelo

Applicant: Goldenflexie Investments (Pvt) Ltd
Supervisor: Miss Ashlyn Murwira
Inspection date: 4th May 2026
Inspectors: Emmanuel Makotore and Rufaro Ziduche
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 was an inspection a new premises 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 #040 and it measured approximately 13.65m² 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 the supervising pharmacist.

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

1.2 Equipment

The following was noted:

- a) There was a double stainless-steel sink with provisions for running cold and hot water. On the day of the inspection *there was no running water*. The supervisor was advised to arrange for a backup water system.
- b) There were two (2) sets of counting trays for counting tablets and capsules.
- c) There were two (2) sets of 100ml plastic 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 purpose.
- e) There was a functional digital balance, which was calibrated by Air Zimbabwe, and due for the next calibration on 26/02/2027.
- f) A Digimark® grey single door refrigerator for storage of cold chain products was available. A functional HTC-2 clock/humidity thermometer, which was calibrated by Air Zimbabwe, and due for the next calibration on 26/02/2027.

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

1.3 Dangerous Drugs

There was a fixed lockable Dangerous Drugs (DD) cupboard. There were four bound books with numbered pages for used as the Dangerous Drug register.

1.4 Cleanliness and Hygiene

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

1.5 Prescription records

DispenseWare® software shall be used for capturing prescriptions. There was provision for daily backup of prescription records onto an external hard drive. A sample dispensed medicines label was printed, and it captured all the necessary information required for traceability.

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. Martindale 37th Edition (soft copy)
3. EDLIZ 2025 Edition (hard copy)
4. ART Guidelines 2016 (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 of MCAZ registers.

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.

- 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>	
1.	There was no running water.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Third Schedule (2d))
	<i>Minor</i>	
	None	

- The supervisor must address the above recommendations and send evidence of the rectifications before a retail pharmacy licence can be issued.

Reviewed by: Shamiso C. Shambira	08/05/2026
Name	Signature
	Date